

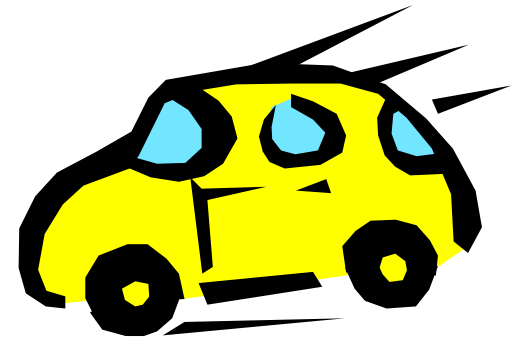
## More Tips...

- Don't flash too much money during transactions.
- Print the rules of delivery on take out menus (maximum \$10 in change, etc.)
- Advertise that you accept credit card payments and checks.
- Put signs on the windows of the delivery vehicles that read, "Driver carries no cash" and/or "Orders have been paid by credit card."
- Allow your drivers to wear normal clothes, not a uniform. This makes them look like ordinary people, not a delivery person who may be carrying cash. (If your drivers don't wear uniforms and the cars don't look like delivery vehicles, it's a good idea to issue company identification.)



MESA POLICE DEPARTMENT  
MESA, AZ

## Delivery Driver Safety



[www.mesaaz.gov](http://www.mesaaz.gov)

# Safety Tips

***Delivery sales should consider the safety and security of the driver.***

- ▶ For the safety of the drivers, the store should have a “credit card only” policy for deliveries to be made after 9:00PM. If the driver is unable to complete the delivery, the customer can be given the option of pick-up.
- ▶ Always get a callback number for the customer. A list of all customers, telephone numbers and the order of delivery should be on file before the driver leaves the store.
- ▶ The driver should be furnished with a cell phone. The driver should contact the store upon arrival and when leaving the delivery address. The police emergency number, 911, should be programmed into the phone.
- ▶ Vehicles should have placards in the windows that say the drivers carry limited or no cash.

## Drivers...

- ▶ Be alert to vehicles that may follow you. Note vehicle and driver description. If followed to the delivery destination, do not exit your vehicle, make sure your doors are locked and call the police.
- ▶ Be alert to suspicious persons loitering around the delivery address.
- ▶ Never deliver to a house that looks vacant. No lights and an unkempt yard are just a few of the signs of vacancy. If in doubt, stay in the vehicle and call the customer to meet you outside or turn on the lights.
- ▶ Keep vehicle doors locked at all times. Have the vehicle key on its own ring.
- ▶ Park as close as possible to the door of the delivery destination.
- ▶ Carry yourself with authority — head up, back straight.

**\* Call 911 if the situation feels threatening.**

## If a robbery occurs...

**ASSUME THEY ARE ARMED. YOUR SAFETY IS MORE IMPORTANT THAN THE CASH YOU ARE CARRYING !!**



- ♦ Stay calm. Follow the directions of the suspect.
- ♦ Focus on remembering the details and descriptions.
- ♦ CALL 911 AS SOON AS POSSIBLE. Stay on the phone until the police arrive, then call the store.
- ♦ Do not talk about the robbery to anyone until the police arrive. If there are any witnesses, ask them to remain at the scene until they have given a statement to the police.

**Driver safety is the first priority!!**